

SERVICE DELIVERY QUESTIONNAIRE

INITIAL DENIALS/DISALLOWANCES

SSN	_____	LAST NAME	_____	REGION	_____
STUDY NUMBER	_____	FO CODE	_____	EXCLUSION	_____
RESPONDENT	_____				
INTERVIEW DATE	_____	INTERVIEW METHOD	_____	INTERVIEW BEGAN	____:____
				INTERVIEW ENDED	____:____

INTERVIEW METHOD

1. Where did the interview for completing your application take place:

(Circle only one response.)

- A. In person - visited office/contact station (Go to 2)
- B. In person - Social Security representative visited (at home, hospital) (Go to 2)
- C. By telephone (Go to 2)
- D. No application interview took place (application submitted by mail; no personal contact with SSA) (Go to 11)
- X. Does not remember (Go to 2)

APPOINTMENTS

2. Did you schedule an appointment with Social Security to file your application?

- Y. Yes
- N. No
- X. Does not remember

(Go to 3)

FORM SSA-3368/SSA-3820

Complete question 3 for all disability cases that required a DDS decision. For all other title II cases, go to question 4.

For all other title XVI cases, go to question 5.

3. Before your interview, did Social Security send or give you a form to fill out yourself with medical information, such as your doctors' names and addresses, dates of hospitalization, and details of your condition?

- Y. Yes (Go to 3a)
- N. No (Go to 4)
- X. Does not remember (Go to 4)

3a. Were you able to fill out the whole form by yourself?

- Y. Yes (Go to 4)
- N. No (Go to 3a1)
- X. Does not remember (Go to 4)

3a1. Who helped you?

(Circle up to five responses.)

- | | |
|---------------------------------------|-------------------------------|
| A. SSA representative | F. Social services agency |
| B. Relatives/friends | G. Health care provider |
| C. Attorney | H. Employer/union |
| D. Professional disability consultant | X. Does not remember |
| E. Advocacy group | Z. Other (Specify in Remarks) |

(Go to 3a2)

3a2. What was hard about completing the form?

(Do not read responses. Circle up to five responses.)

- A. Difficulty understanding the questions
- B. Difficulty obtaining necessary information (e.g., doctors' addresses)
- C. Difficulty recalling information (e.g., dates of hospitalization, work history)
- D. Non-English speaking
- E. Form was too long
- F. Format too complicated
- Z. Other (Specify in Remarks)

(Go to 4)

EARNINGS RECORDS

Complete question 4 for all title II wage earners and for other title II beneficiaries (e.g., widows) for whom earnings record review was required by POMS. For all others, go to question 5.

4. When you filed for benefits, did the interviewer discuss Social Security's records of your (the wage earner's) earnings with you?

- Y. Yes (Go to 4a)
- N. No (Go to 5)
- X. Does not remember (Go to 5)

4a. Did you find that the earnings record was correct?

- Y. Yes (Go to 5)
- N. No (Go to 4a1)
- X. Does not remember (Go to 5)

4a1. What was wrong?

(Do not read responses. Circle up to five responses.)

- A. Lag earnings not posted
- B. Prior earnings not posted
- C. Some posted earnings belonged to someone else
- D. Amount posted was incorrect
- X. Does not remember
- Z. Other (Specify in Remarks)

(Go to 4a2)

4a2. Did the interviewer discuss with you what would be done to correct the earnings record?

- Y. Yes
- N. No
- X. Does not remember

(Go to 4a3)

4a3. Did you feel that you received good service from Social Security in resolving the earnings record problem?

- Y. Yes
- N. No

(Go to 5)

CLARITY OF INTERVIEWER'S EXPLANATIONS

5. How clearly did the interviewer who completed your application explain what you needed to do for your claim and what would happen next, for instance what documents you had to submit?

(Read the Rating Scale)

- A. Clearly
- B. Somewhat clearly
- C. Not clearly
- D. Did not explain
- E. Does not remember

(Go to 6)

LANGUAGE ISSUES

6. Do you usually speak a language other than English?

- Y. Yes (Go to 6a)
- N. No (Go to 7)

6a. What language do you usually speak?

(Circle only one response.)

- | | |
|------------------------------------|-------------------------------|
| A. Spanish | I. Cambodian |
| B. Russian | J. Polish |
| C. Vietnamese | K. Hindi/Indian languages |
| D. Korean | L. Laotian/Thai |
| E. Chinese | M. Hmong |
| F. Tagalog (Filipino) | N. French/Creole/Haitian |
| G. Arabic/Middle Eastern languages | O. Greek |
| H. Italian | Z. Other (Specify in Remarks) |

(Go to 6b)

6b. Do you read [that language]?

- Y. Yes
- N. No

(Go to 6c)

6c. Were you able to get along in English by yourself during your interview with Social Security?

Y. Yes (Go to 6c1)
N. No (Go to 6c3)

6c1. Even though you were able to get along in English, did you feel you had any special problems because of language?

Y. Yes (Go to 6c2)

N. No (Go to 7)

X. Does not remember (Go to 7)

6c2. What were they?

(Record in Remarks)

(Go to 7)

6c3. Did you have your own interpreter with you to help with your interview?

(Circle only one response.)

A. Yes-Brought own interpreter (Go to 6c4)

B. No-SSA provided interpreter (Go to 7)

C. No-SSA employee spoke the language (Go to 7)

X. Does not remember (Go to 7)

6c4. Who was your interpreter?

(Circle only one response.)

A. Relative/friend over age 16

B. Relative/friend under age 16

C. Social services agency

D. Church/religious organization

E. Professional interpreter

F. Advocacy group

X. Does not remember

Z. Other (Specify in Remarks)

(Go to 7)

7. Are you hearing impaired?

Y. Yes (Go to 7a)

N. No (Go to 8)

7a. How was your interview conducted?

(Circle only one response.)

A. You got along by yourself-read lips, wrote notes

B. You brought your own signer

C. SSA employee signed

D. SSA provided non-employee signer

E. Used TDD-text telephone (e.g., with Relay Service)

X. Other (Specify in Remarks)

(Go to 8)

HELP REQUIRED-NON-SSA ASSISTANCE

8. Did you need help from someone not employed by Social Security to assist you in filing for benefits for any reason other than language (or hearing impairment)?

Y. Yes (Go to 8a)

N. No (Go to 9)

X. Does not remember (Go to 9)

8a. Who helped you?

(Circle up to five responses.)

- | | |
|---------------------------------|---------------------------------------|
| A. Senior citizens organization | H. School |
| B. Relatives/friends | I. Church |
| C. Attorney | J. Professional disability consultant |
| D. Advocacy group | X. Does not remember |
| E. Social services agency | Z. Other (Specify in Remarks) |
| F. Health care provider | |
| G. Employer/union | |

(Go to 8b)

8b. Why did you need help?

(Do not read responses. Circle up to five responses.)

- | | |
|---|---|
| A. Physical limitations (e.g., blindness) | E. Personal preference |
| B. Communication problems | F. SSA policies confusing, hard to understand |
| (e.g., speech impediment) | Z. Other (Specify in Remarks) |
| C. Educational limitations | |
| D. Transportation problems | |

(Go to 9)

RECONTACTS

9. After the day of your interview, did you have another telephone or in-person contact with Social Security before you got the letter telling you that you were not eligible for benefits? (For example, did they ask you for additional information or did you have questions?)

- Y. Yes (Go to 9a)
N. No (Go to 10)
X. Does not remember (Go to 10)

Note: Do not consider documents or forms submitted by mail as a result of the initial interview as a recontact; e.g., teleclaims that were returned by mail.

9a. How many more times were you in touch with Social Security after the day of your interview?

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Note: Show 1 recontact if the respondent knows he had another contact but does not remember how many.

(Go to 9b)

9b. For each recontact, ask the following three questions and enter the responses in the corresponding column using the codes under the column. (Up to five reason codes may be shown in the Reason block for a particular recontact; only one initiation and one completion code should be recorded per recontact.)

	What was the reason?	Did you contact Social Security or did they contact you?	How did you complete the contact?
Recontact 1	a. _____	b. _____	c. _____
Recontact 2	a. _____	b. _____	c. _____
Recontact 3	a. _____	b. _____	c. _____
Recontact 4	a. _____	b. _____	c. _____
Recontact 5	a. _____	b. _____	c. _____

Reason Codes

Initiation Codes

Completion Codes

- A. Submitted application completed by
 A. Telephone
 telephone (or at previous visit) B.
 B. Visit
 Submitted non-medical evidence C.
 C. Mail
 Updated application after medical X.
 X. Does not remember
 decision made X. Does not remember
 D. Needed further information
 E. Reported change in circumstances
 F. Requested claim status
 G. Filed appeal
 H. Submitted medical evidence
 I. Had medical examination
 X. Does not remember
 Z. Other (Specify in Remarks)

- A. SSA telephoned you
 SSA wrote you
 C. SSA visited you
 D. You contacted SSA

Note: Completion code must be 'B' (Visit) when reason code 'A' (submitted application) applies.

(Go to 10)

UNDERSTANDING NOTICES

10. When your application for benefits was turned down, Social Security sent you a letter explaining why. How easy or hard was it to understand the letter explaining why you were not eligible for benefits?

(Read the Rating Scale)

- | | |
|---|---|
| A. Very easy to understand (Go to 11) | D. Hard to understand (Go to 10a) |
| B. Easy to understand (Go to 11) | E. Very hard to understand (Go to 10a) |
| C. Neither easy nor hard to understand (Go to 11) | X. |
| | Does not remember receiving notice (Go to 12) |

- 10a. What made the explanation hard to understand?

(Do not read responses. Circle up to five responses.)

- | | |
|--|--------------------------|
| A. Disagree with decision on claim | F. Print size or quality |
| B. Don't understand reason for denial (don't | G. |

- C. understand SSA policy)
Words are too difficult to understand
- D. Not clearly written; points not clearly made
- E. Too lengthy

(Go to 11)

- Format
- H. Written in English; prefer foreign language
- I. Handwritten; at least partly illegible
- X. Does not remember
- Z. Other (Specify in Remarks)

11. The letter also explained what to do if you think Social Security's decision on your case was wrong. How easy or hard was it to understand the explanation of what to do if you disagreed with Social Security's decision?

(Read the Rating Scale)

- | | |
|---|---|
| A. Very easy to understand (Go to 12) | D. Hard to understand (Go to 11a) |
| B. Easy to understand (Go to 12) | E. Very hard to understand (Go to 11a) |
| C. Neither easy nor hard to understand (Go to 12) | X. Does not remember explanation of what to do (Go to 12) |

- 11a. What made the explanation hard to understand?

(Do not read responses. Circle up to five responses.)

- | | |
|---|---|
| A. Subject is hard to understand | F. Format |
| B. Words are too difficult to understand | G. Written in English |
| C. Not clearly written; points not clearly made | H. Handwritten; at least partly illegible |
| D. Too lengthy | X. Does not remember |
| E. Print size or quality | Z. Other (Specify in Remarks) |

(Go to 12)

OVERALL RATING

12. Overall, how would you rate the service that Social Security has given you?

(Read the Rating Scale)

- A. Very Good
B. Good
C. Fair
D. Poor
E. Very Poor

(Go to 13)

RATING ASPECTS OF SERVICE

13. Now I would like you to rate Social Security's performance in several specific areas of service using the following scales:

- A. Very good
B. Good
C. Fair
D. Poor
E. Very poor
F. No opinion/not applicable
X. Does not remember

Note: Rotate the order in which the following items are read.

- 13a. The amount of time you had to wait to be served in the office

A. B. C. D. E. F. X.

If the rating was fair, poor or very poor (C, D, or E), ask question 13a1.

- 13a1. Why did you rate waiting time as _____ (fill in response)?

(Record in Remarks)

13b. The courtesy of the Social Security employees you dealt with.

A. B. C. D. E. F. X.

If the rating was fair, poor or very poor (C, D, or E), ask question 13b1.

13b1. Why did you rate the courtesy of the employees as _____ (fill in response)?

(Record in Remarks)

13c. How knowledgeable the Social Security employees were (i.e., their expertise).

A. B. C. D. E. F. X.

If the rating was fair, poor or very poor (C, D, or E), ask question 13c1.

13c1. Why did you rate the knowledge of the employees as _____ (fill in response)?

(Record in Remarks)

13d. The amount of assistance the Social Security employees gave you (i.e., how helpful they were).

A. B. C. D. E. F. X.

If the rating was fair, poor or very poor (C, D, or E), ask question 13d1.

13d1. Why did you rate the assistance provided by the employees as _____ (fill in response)?

(Record in Remarks)

13e. The overall amount of time it took Social Security to process your claim.

A. B. C. D. E. F. X.

If the rating was fair, poor or very poor (C, D, or E), ask question 13e1.

13e1. Why did you rate the time it took Social Security to process your claim as _____ (fill in response)?

(Record in Remarks)

13f. The convenience (e.g., the availability of parking and/or public transportation) of the Social Security office location that you visited (or that handled your claim, if filed by telephone).

A. B. C. D. E. F. X.

If the rating was fair, poor or very poor (C, D, or E), ask question 13f1.

13f1. Why did you rate the Social Security office location as _____ (fill in response)?

(Record in Remarks)

13g. The hours that the Social Security office was open.

A. B. C. D. E. F. X.

If the rating was fair, poor or very poor (C, D, or E), ask question 13g1.

13g1. Why did you rate Social Security's office hours as _____ (fill in response)?

(Record in Remarks)

13h. The Social Security office itself (e.g., the physical appearance, privacy, etc.)

A. B. C. D. E. F. X.

If the rating was fair, poor or very poor (C, D, or E), ask question 13h1.

13h1. Why did you rate the appearance of the Social Security office as _____ (fill in response)?

(Record in Remarks)

(Go to 14)

RANKING ASPECTS OF SERVICE

14. Some of these aspects of Social Security's service may be more important to you than others. I would like you to tell me the two aspects of service that are the most important to you and the two that are least important.

Read the entire list of aspects of service to the respondent. (Rotate the order in which the following items are read.) Enter the alpha code corresponding to the two aspects of service the respondent considers most important in items 14a and 14b below, and the codes for the two least important in 14c and 14d.

- A. The amount of time you have to wait to be served in the office.
- B. The courtesy of Social Security employees.
- C. The job knowledge of Social Security employees.
- D. The assistance Social Security employees provide (how helpful they are).
- E. The overall amount of time it takes Social Security to process a claim.
- F. The convenience of the Social Security office location.
- G. The hours that the Social Security office is open.
- H. The Social Security office itself (e.g., the physical appearance, privacy, etc.).

MOST IMPORTANT ASPECTS OF SERVICE

14a. _____

14b. _____

LEAST IMPORTANT ASPECTS OF SERVICE

14c. _____

14d. _____

(Go to 15)

15. Are there any other aspects of our service that are important to you?

Y. Yes (Specify in Remarks)

N. No

(Go to 16)

16. Is there anything else you would like to say about Social Security's service?

N. No (Go to 17)

Subject	16b. Positive	16c. Negative
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B. FO facilities (location, physical appearance, etc.) _____

D. Employee attitude/expertise/assistance _____

F. Claims process (e.g. accuracy, processing time, _____)

decision)

G. Program policy	_____	_____
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H. Special services (e.g. non-English speaking, hearing impaired, etc.) _____

Z. Other (Specify in Remarks) _____

(Go to 17)

(Read the Rating Scale)

- A. Social Security is much better than others
- B. Social Security is somewhat better than others
- C. Social Security is about as good as others
- D. Social Security is somewhat worse than others
- E. Social Security is much worse than others
- F. Can't say, have had no contact with other government agencies

REMARKS

Question Number	Remarks
__ __ __ __ __	<div></div> <div></div> <div></div>

Question Number	Remarks
__ __ __ __ __	<div></div> <div></div> <div></div>

Question Number	Remarks
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